

Quick Reference: Closing Out a Contact				
Scenario	Final Monitoring Outcome	Final Monitoring Outcome Definition	Begin Monitoring?	Monitoring Status
Contact concludes monitoring without testing positive for COVID-19	Fully Complete	<ul style="list-style-type: none"> <li>Contact does not test positive for COVID-19</li> <li>Contact completes at least initial assessment</li> <li>Contact completes at least one assessment within 48 hours of ending quarantine</li> </ul>	No	Monitoring Ended
	Partially Complete	<ul style="list-style-type: none"> <li>Contact does not test positive for COVID-19</li> <li>Contact completes at least initial assessment</li> <li>May include contacts who opt out midway</li> </ul>	No	Monitoring Ended
Contact becomes a case	Tested Positive – Became Case	<ul style="list-style-type: none"> <li>Contact tests positive for COVID-19 during the monitoring period and becomes a case patient</li> </ul>	No	Monitoring Ended
			<b>ACTION:</b> Testing information entered; “Contact who became a case” selected; NC EDSS Event ID of Case entered (per <a href="#">the job aid</a> )	
Contact opts out of monitoring	Refused	<ul style="list-style-type: none"> <li>Contact explicitly declines to participate in monitoring (opts out) at the beginning</li> <li>No assessments completed</li> </ul>	No	Opted Out – All Monitoring
Contact is unreachable	Never Reached	<ul style="list-style-type: none"> <li>Contact is unreachable per standards determined by LHD and not informed of exposure</li> </ul>	No	Monitoring Ended
Contact will be monitored outside CCTO	Monitored in Other System	<ul style="list-style-type: none"> <li>Contact will not be monitored within CCTO <i>because they are being monitored within a different system</i> (e.g., by a military organization not using CCTO)</li> </ul>	No	Monitoring Ended
Contact is a duplicate	Is Duplicate	<ul style="list-style-type: none"> <li>Contact is a duplicate of another active profile, and any relevant information from this profile has been transferred onto kept profile <a href="#">per the job aid</a></li> </ul>	No	Monitoring Ended
			<b>ACTION:</b> Any new information transferred onto kept monitoring event <a href="#">per job aid</a>	
Other FMOs do not apply	Other	<ul style="list-style-type: none"> <li>Contact cannot be described by any other FMO</li> </ul>	No	Monitoring Ended
<b>When you have finished selecting these options, ensure the contact profile is saved and deactivated per your local protocol.</b>				